

IN RE: )  
)  
Application of Mobilitie Management, )  
LLC for a Certificate of Public ) **DIRECT TESTIMONY OF CHRIS**  
Convenience and Necessity for ) **GLASS**  
Authority to Provide Facilities Based )  
and Resold Local Exchange Service and )  
for Flexible Regulation of its Local )  
Exchange Services )

A. My name is Chris Glass. I am Vice President of Network Strategy for Mobilitie Management, LLC (“Mobilitie Management” or “Applicant”). I oversee all of Mobilitie Management’s Distributed Antenna System networks.

A. I have over twelve years of site development and project management experience in the wireless industry. Most recently, I was the Network Deployment Project Manager for Clearwire, responsible for the deployment of their 4G WiMax network in Los Angeles. Prior to Clearwire, I spent nearly ten years at Sprint Nextel in various network deployment roles, most recently serving as the Strategic Sites Manager for the West Region. In my role as Strategic Sites Manager, I oversaw the deployment of numerous in-building and outdoor distributed antenna systems (“DAS”) for Sprint Nextel, including stadiums, convention centers, casinos and shopping malls. I graduated *cum laude* from

1 the University of California, Irvine. I have a JD (*cum laude*) from Vermont Law School  
2 and I am licensed to practice law in the State of California.

3 **Q. HAVE YOU PREVIOUSLY TESTIFIED BEFORE THIS COMMISSION?**

4 A. No, I have not.

5 **Q. ARE YOU FAMILIAR WITH THE APPLICATION FILED BY MOBILITIE**  
6 **MANAGEMENT?**

7 A. Yes. I assisted in the preparation of the Application.

8 **Q. WHAT IS THE PURPOSE OF YOUR TESTIMONY?**

9 A. The purpose of my testimony is to describe the technical, managerial, and financial  
10 fitness of Mobilitie Management to provide facilities-based and resold local exchange  
11 telecommunications services within the State of South Carolina. This testimony will also  
12 describe the service to be provided by Mobilitie Management. Finally, my testimony will  
13 show that the public interest will be served by the approval of Mobilitie Management's  
14 Application.

15 **Q. ARE ALL OF THE STATEMENTS IN MOBILITIE MANAGEMENT'S**  
16 **APPLICATION CORRECT AND TRUE TO THE BEST OF YOUR**  
17 **KNOWLEDGE, INFORMATION AND BELIEF?**

18 A. Yes.

19 **Q. DO YOU WISH TO INCORPORATE BY REFERENCE ANY DOCUMENTS**  
20 **INTO THIS TESTIMONY?**

21 A. Yes. I wish to incorporate, by reference, Mobilitie Management's underlying  
22 Application filed in this proceeding and its associated exhibits.

1 **Q. DO YOU RATIFY AND CONFIRM THE STATEMENTS AND**  
2 **REPRESENTATIONS MADE IN THAT APPLICATION AND ALL EXHIBITS**  
3 **THERE TO?**

4 A. Yes.

5 **Q. HAS APPLICANT REGISTERED TO DO BUSINESS IN SOUTH CAROLINA?**

6 A. Yes. Mobilitie Management received foreign corporation authority in South Carolina on  
7 February 1, 2016. A copy was attached as **Exhibit A** to the Application.

8 **Q. HAS ANYTHING OCCURRED SINCE MOBILITIE MANAGEMENT FILED ITS**  
9 **APPLICATION THAT MATERIALLY CHANGES THE REPRESENTATIONS**  
10 **THEREIN?**

11 A. Yes, since Mobilitie Management filed its Application, the company has supplemented  
12 its designated officers. Accordingly, in addition to the President, Christos Karmis,  
13 Mobilitie Management currently has the following officers:

- 14 • Gary Jabara, Chief Executive Officer
- 15 • Dana Tardelli, Executive Vice President – Wireless Solutions

16 Mobilitie Management will provide the Commission with the resumes of Mr. Jabara and  
17 Mr. Tardelli as soon as possible.

18 **Q. DESCRIBE THE AUTHORITY THAT MOBILITIE MANAGEMENT SEEKS BY**  
19 **ITS APPLICATION.**

20 A. Mobilitie Management seeks authority to provide facilities-based and resold local  
21 exchange telecommunications services to customers throughout the State of South  
22 Carolina.

1 **Q. DESCRIBE THE SERVICES MOBILITIE MANAGEMENT PROPOSES TO**  
2 **OFFER IN THE STATE OF SOUTH CAROLINA.**

3 A. Applicant will provide telecommunications service to a small number of customers,  
4 including: wireless carriers and other service providers, the hospitality industry, large-  
5 scale sports and entertainment venues, college campuses, self-driving vehicle providers,  
6 remote weather monitoring stations, rural communities, and healthcare facilities.  
7 Applicant will offer transport, backhaul, and broadband data services and voice and data  
8 services as well as other infrastructure used by carriers, emergency responders, public  
9 safety agencies, backhaul providers, and other companies. Services will be provided  
10 using a combination of fixed lines and microwave links to ensure resiliency.

11 **Q. DOES MOBILITIE MANAGEMENT PROPOSE TO OFFER**  
12 **TELECOMMUNICATIONS SERVICES TO BOTH RESIDENTIAL AND**  
13 **BUSINESS/COMMERCIAL CUSTOMERS?**

14 A. Mobilitie Management markets its services primarily to enterprise, governmental, and  
15 other business customers. The flexibility, scalability, and functionality of Mobilitie  
16 Management's services provide the greatest advantages for non-residential users.  
17 Accordingly, Mobilitie Management will not provide retail residential local exchange  
18 services in the State of South Carolina. Accordingly, the bond/security mechanism  
19 requirements of Commission Rule 103-607 are not applicable to Mobilitie Management.  
20 In the event that Mobilitie Management intends to provide retail residential local  
21 exchange services, Mobilitie Management will address the requirements of Commission  
22 Rule 103-607.

1 **Q. DO THE PRINCIPALS AND EMPLOYEES OF MOBILITIE MANAGEMENT**  
2 **HAVE PREVIOUS TELECOMMUNICATIONS EXPERIENCE?**

3 A. Yes. In addition to my background provided earlier, Mr. Karmis' resume was provided  
4 as **Exhibit C** of the Application. Additionally, as stated above, the resumes of other  
5 recently-added officers of Mobilitie Management will be provided to the Commission as  
6 soon as possible. Accordingly, these resumes will demonstrate that each officer of  
7 Mobilitie Management has extensive experience in providing telecommunications  
8 services.

9 **Q. PLEASE DESCRIBE MOBILITIE MANAGEMENT'S FINANCIAL**  
10 **QUALIFICATIONS TO PROVIDE TELECOMMUNICATIONS SERVICES IN**  
11 **SOUTH CAROLINA.**

12 A. As set forth in the financial statements found at Confidential **Exhibit B** to the  
13 Application, Mobilitie Management has access to sufficient capital to provide  
14 telecommunications services in South Carolina. This capital, along with the expected  
15 revenues of Mobilitie Management, will be available to meet future capital needs of  
16 Mobilitie Management's South Carolina operations.

17 **Q. HOW DOES APPLICANT BILL FOR ITS SERVICES?**

18 A. Mobilitie Management will bill customers directly. Mobilitie Management will bill  
19 customers on a monthly basis for recurring monthly charges for the services provided.  
20 Non-recurring charges will be billed in the first billing cycle following completion of the  
21 work that generated the charge, or as agreed to by the customer. The billing statement  
22 will contain details of usage and applicable fees, including any state, local, and federal  
23 taxes, and any applicable universal service charges.

1 **Q. HOW ARE TROUBLE REPORTS AND CUSTOMER COMPLAINTS**  
2 **HANDLED?**

3 A. Mobilitie Management will maintain a toll-free number (877-999-7070), and an email  
4 address ([solutions@mobilitie.com](mailto:solutions@mobilitie.com)), for customer complaints and inquiries, which will be  
5 staffed during Mobilitie Management's normal business hours. After-hours complaints  
6 and inquiries will be forwarded to a voicemail system, and will be handled on the next  
7 business day. Inquiries regarding service or billing may also be made in writing. To the  
8 extent that a customer complaint cannot be resolved by the customer service staff, the  
9 complaint will be elevated to a supervisor. A managerial level employee will supervise  
10 the resolution of such elevated complaints.

11 **Q. DOES MOBILITIE MANAGEMENT HAVE OFFICES IN SOUTH CAROLINA?**

12 A. No, Mobilitie Management does not intend to have offices in South Carolina at this time.  
13 Accordingly, Mobilitie Management requests, pursuant to Rule 103-610, that the  
14 Commission allow it to keep all applicable books and records at its offices in California.  
15 In the event that the Commission Staff or ORS should desire to inspect such books and  
16 records, Mobilitie Management will provide access expeditiously at its own expense.

17 **Q. HOW WILL MOBILITIE MANAGEMENT MARKET ITS SERVICES?**

18 A. Mobilitie Management intends to solicit customers for its telecommunications services  
19 from its existing customer base, and through business-to-business marketing (*e.g.*,  
20 professional trade shows). All information regarding such services, including the  
21 applicable rates, terms, and conditions, can be found on Mobilitie Management's website:  
22 [www.mobilitie.com](http://www.mobilitie.com).

1 **Q. HAS MOBILITIE MANAGEMENT OBTAINED AUTHORITY TO PROVIDE**  
2 **ITS SERVICES IN ANY OTHER STATES?**

3 A. Yes. Mobilitie Management is presently authorized or registered to provide local  
4 exchange telecommunications services in the following jurisdictions: the District of  
5 Columbia, Kentucky, Maine, Missouri, Montana, North Dakota, Rhode Island, Texas,  
6 Utah, Washington, and Wisconsin.

7 **Q. PLEASE DESCRIBE THE PROPOSED TARIFF FILED BY MOBILITIE**  
8 **MANAGEMENT.**

9 A. Mobilitie Management filed as **Exhibit D** to the Application its proposed competitive  
10 local exchange telecommunications tariff. That tariff contains the applicable rules and  
11 regulations for the provision of such services. I believe that Mobilitie Management's  
12 tariffs will comport with all applicable Commission Rules and Orders, and Mobilitie  
13 Management agrees to make all changes suggested by the ORS that may be necessary to  
14 comply with applicable authority.

15 **Q. WILL GRANTING MOBILITIE MANAGEMENT A CERTIFICATE SERVE**  
16 **THE PUBLIC INTEREST OF SOUTH CAROLINA CONSUMERS?**

17 A. Yes. A decision by the Commission to grant Mobilitie Management authority to provide  
18 competitive local exchange telecommunications service is in the best interest. The public  
19 interest will be served by expanding the availability of competitive telecommunications  
20 services and enhanced telecommunications infrastructure in the State of South Carolina,  
21 thereby facilitating economic development. Authorizing Mobilitie Management to enter  
22 the telecommunications services market will increase the competitive choices available,

1 and in turn create incentives for all carriers to lower prices, provide new and better  
2 quality services, and be more responsive to customer issues and demands.

3 **Q. WHO IS KNOWLEDGEABLE ABOUT MOBILITIE MANAGEMENT'S**  
4 **OPERATIONS AND WILL SERVE AS THE COMMISSION'S/ORS'S**  
5 **REGULATORY AND CUSTOMER SERVICE CONTACT?**

6 A. As stated in the Application, all ongoing compliance matters should be directed to

7 Ethan Rogers, Senior Counsel  
8 Mobilitie, LLC  
9 2220 University Drive  
10 Newport Beach, CA 92660  
11 Telephone: (949) 999-5767  
12 Fax: (949) 274-7556  
13 Email: [ethan@mobilitie.com](mailto:ethan@mobilitie.com)  
14

15 **Q. WILL MOBILITIE MANAGEMENT COMPLY WITH ALL OF THE**  
16 **APPLICABLE RULES, REGULATIONS AND ORDERS OF THE**  
17 **COMMISSION?**

18 A. Yes.

19 **Q. DOES THIS COMPLETE YOUR TESTIMONY?**

20 A. Yes.



**BEFORE**  
**THE PUBLIC SERVICE COMMISSION OF**  
**SOUTH CAROLINA**  
**DOCKET NO. 2016-176-C**

IN RE: )  
 )  
Application of Mobilitie Management, LLC )  
for a Certificate of Public Convenience and )  
Necessity for Authority to Provide Facilities )  
Based and Resold Local Exchange Service )  
and for Flexible Regulation of its Local )  
Exchange Services )

**CERTIFICATE OF SERVICE**

This is to certify that I have caused to be served this day the **Direct Testimony of Chris Glass** via electronic mail service as follows:

Margaret M. Fox  
[pfox@mcnair.net](mailto:pfox@mcnair.net)

Andrew Bateman  
[abateman@regstaff.sc.gov](mailto:abateman@regstaff.sc.gov)

s/John J. Pringle, Jr.

June 13, 2016  
Columbia, South Carolina